

## ONLINE PAYMENTS INFO

First off, I want to wish all our customers a Happy Holiday season and wish you all health, safety and happiness for the coming new year.

It has been another eventful year here at the Utility as we continue to move forward with our infrastructure improvements and continue to strive to make improvements to our routine operations and maintenance activities as well.

I know that our on-line bill pay feature is one area that we need to see improvement

on, and I can assure you that our CFO and Business Office team are working diligently to resolve several issues occasioned by our attempt to launch a new platform that, frankly, did not work out as intended.

I would ask that you continue to be patient as we work to resolve the various issues and get this aspect of our operations working the way it should. Payments can always be made via credit card on the web site or over the phone, and also at the drive-up kiosk located at 9001 East 59th Street, the Lawrence Government Center. The drive-

up lane is on the south end of the building and is accessed from the parking lot. You may also drop off checks or money orders in the payment drop box located at 9201 Harrison Park Court on Fort Harrison.

Please also remember that our office staff can be contacted via email at [lucustomer-service@cityoflawrence.org](mailto:lucustomer-service@cityoflawrence.org). Many questions and concerns can easily be handled via email.

## CAPITAL PROJECTS REPORT

With respect to our capital improvements projects, we have a lot to report:

► Our Phase II Contract A Water Treatment Plant Improvements project is now completed. Roughly \$8M in improvements to our Fort Harrison, Indian Lake water treatment plants have been completed, work on our Winding Ridge ground storage tank, work in our Indian Lake well field and other associated improvements with our new system-wide SCADA platform are all done. We are now capable of producing water from all three plants and their well-fields in cases of power outage.

► We are actively working with IDNR to install additional water supply wells in the Fort Harrison well field. We expect to have 2 additional wells installed in 2023, with two more to follow in 2024 and 2025.

► Our Maple Lane, Zoeller Avenue and Wallingwood Drive water main replacement projects are all substantially complete, including new asphalt pavement. These 3 streets all had inadequate water flow capability in terms of fire-fighting

flows and were in poor physical condition. These new mains have addressed these issues. In addition, drainage improvements were included on the Wallingwood project with Lawrence DPW's involvement. This was a roughly \$1.7M project.



► The Phase II Contract B water main replacement project is still underway with the contractor completing the Franklin Road piece of this project at this time. Coming locations include 46th Street be-

tween Franklin and Shadeland, which will include McGuire Court, Elmhurst and Woodcroft streets between 46th and 47th, and finally, Richardt Street from 48th to 56th Street. This is a \$3.7M dollar project and is expected to be completed by the end of 2023.

► Our contractor, NECO, is actively replacing an additional 2,500 residential water meters. The new meters are equipped with the latest remote read technology, which will further enhance our meter reading and billing efficiency. These new meters and labor costs represent a \$1.1M investment in our metering system.

► Coming water main replacements are being designed for Brookside Park and North Lawrence Park subdivisions as well as additional sections of Brookhaven. Brookside Park and North Lawrence Park (between Richardt and Shadeland Way south of 54th down to 49th) will be split into two different phases and the Brookside Park area will also have storm-water improvements done at the same time.

# THE LAWRENCE LIFT

## CAPITAL PROJECTS REPORT CONTINUED...

► The 52nd Street elevated water storage tank is being re-coated internally and safety and structural improvements made. This project will be substantially completed by the end of December and is a roughly



\$300K project.

► The 2022 Lawrence Manhole and Sewer Rehabilitation Project, funded by a State Water Infrastructure (SWIF) and matching funds from the city's allocation of ARPA funds, will be substantially complete in early 2023. This \$4.1M project in the older part of Lawrence east and west of Franklin Road from Pendleton Pike north to 54th Street, includes main lining, lateral lining along with complete replacement of certain segments and numerous point repairs. This project is designed to not only replace aged and deteriorated sewer infrastructure but will also reduce the amount of clear water entering the sanitary sewer system. These sources of clear water that take up capacity needed for actual sewage, cause significant surcharging in the system resulting in Sanitary Sewer Overflows (SSO's), for which the city received a second EPA order in November 2021. To date, the sewer utility, and its engineering team at American Structurepoint have met all deadlines for various submittals to address the requirements of the order and we continue to move forward with these activities.

► In 2022 the Sewer Utility also was approved by the Utility Services Board and Common Council for a long overdue rate

increase, which is vital to our being able to not only operate and maintain the sewer utility properly, but also to fund the necessary improvements to address the EPA Order requirements regarding SSO's. The sewer rate increase ordinance was accompanied by a \$20M bond ordinance which will provide funding to kick-start what will be a long-term program of improvements designed to improve the reliability, performance and capacity of the sewer system while also eliminating SSO's, which are illegal under the Clean Water Act.

There is simply a whole lot of work being done here at the utility. Work that is designed to provide our customers with the best water and sewer systems possible. But there is still a lot more work to be done. Our city's infrastructure is something that requires continual investment in the form of upgrades, replacements, rehabilitation, and other improvements. This requires adequate funding. But you may rest assured that all the revenues generated from utility billings go directly to operating, maintaining, and improving your water and sanitary sewer assets. Safe, reliable and adequate water and sanitary sewer service, along with other infrastructure such as roadways and drainage systems are the foundation

I would like to thank all of our customers who support us in our efforts to improve our infrastructure systems and who, like us, value having clean, safe water and efficient and reliable sanitary sewer services. We would like to ask for your continued patience and cooperation with all our various projects and mindfulness when navigating all the various project locations. We want you, as well as our contractors and employees to be safe above all else.

## SNOWY TIMES AHEAD

Gentle Reminder: Snow season will soon be upon us, so please keep that in mind and when the snow flies, please make sure to not park on the street if possible. This makes it easier, safer and more efficient and therefore less costly, to accomplish our snow removal tasks.

